



Thamarrurr
Development Corporation

Darwin
PO Box 36839
Winnellie NT 0821
Ph (08) 8941 1111

Wadeye
Lot 463 Perdjert Street
Wadeye NT 0822
Ph (08) 8978 1305

NDIS COMPLAINT AND FEEDBACK FORM

As we are a registered NDIS provider, you have the right to make complaints about our services and supports at any time.

To make a complaint, you can fill in this Complaint and Feedback Form. It will go to our Practice Manager, Lisa Guerra. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System.

If you prefer, you can make a complaint in other ways. We explain how at the end of this form.

Information Required	Details to be provided
Name (optional)	
NDIS number	
What is your complaint about? Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.	
Who is your complaint about?	
What do you want us to do	
Do you have any documents you would like to share with us about your complaint?	<input type="checkbox"/> YES. If yes, please attach to this form <input type="checkbox"/> NO



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Have you made a complaint about this matter to another organization (e.g. to the NDIS Commissioner)?	<input type="checkbox"/> YES	
	Please provide details of the other organization and any outcomes: <hr/>	
If you are complaining on behalf of someone else, please fill in this section:	Name (optional)	
	Relationship to the complainant	
	Does the complainant know you are making a complaint?	
	Does the complainant consent to the complaint being made?	
	Email address	
	Mobile phone number	
	Address	
<input type="checkbox"/> NO		

Please complete and return this form to our Commercial Services Executive Manager at, Thamarrurr Development Corporation Ltd
Lot 463, Perdjert Street, Wadeye Community NT 0822
compliance@thamarrurr.org.au / mark.gasparis@thamarrurr.org.au

You can contact our Executive Manager Corporate Services, Mark Gasparis on 0411 701 627, mark.gasparis@thamarrurr.org.au. We will handle your request following the steps in our NDIS Provider Feedback and Complaints Management Policy (Policy Document). You can get a copy by contacting your support coordinator.

If you'd prefer to make your complaint in a different way, you can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;
- by email; or
- by text message.

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint. But, if you make a complaint this way, we will still treat it as a complaint.